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IPW

PTO/SB/21 (02-04)

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(to be used for all correspondence after initial filing)

		Application Number	10/721704
		Filing Date	November 25, 2003
		First Named Inventor	Howard M. Lee
		Art Unit	Not yet assigned
		Examiner Name	Not yet assigned
Total Number of Pages in This Submission	131	Attorney Docket Number	062403.P002

### ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
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<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
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### SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	PELOQUIN, PLLC 800 Fifth Avenue, Suite 4100 Seattle, WA 98104-3100
Signature	<i>Mark S. Peloquin, Esq.</i>
Date	October 15, 2005

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Typed or printed name	Mark S. Peloquin, Esq.		
Signature	<i>Mark S. Peloquin, Esq.</i>	Date	October 15, 2005

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Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of: )  
Howard M. Lee ) Examiner: Not Yet Assigned  
Application No.: 10/721704 ) Art Unit: Not Yet Assigned  
Filed: November 25, 2003 )  
For: Audio/Video Service Quality Analysis )  
of Customer/Agent Interaction )

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO/SB/08B together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO/SB/08A be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

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EXPRESS MAIL CERTIFICATE OF MAILING

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Mark S. Peloquin, Esq.  
(Typed or printed name of person mailing paper or fee)

Mark S. Peloquin, Esq.    October 15, 2005  
(Signature of person mailing paper or fee)      Date

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

- X      37 C.F.R. §1.97(b).
- \_\_\_\_\_      37 C.F.R. §1.97(c). If so, then enclosed with this Information Disclosure Statement is one of the following:
- \_\_\_\_\_      A statement pursuant to 37 C.F.R. §1.97(e) or
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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct 15, 2005

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**Substitute for form 1449/PTO**

## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

**(Use as many sheets as necessary)**

**Complete if Known**

Application Number	10/721704
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P002

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of 1

## U. S. PATENT DOCUMENTS

## **FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				
/T.M./		PCT/US04/39423	08-29-2005	HYPERQUALITY, LLC (Intl srch rt)		
/T.M./		PCT/US04/39423	08-29-2005	HYPERQUALITY, LLC (Written opin)		

Examiner Signature	/Thomas Mansfield/	Date Considered	06/18/2008
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**EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.4. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>4</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>5</sup>Applicant is to place a check mark here if English language Translation is attached.

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The following papers were received in the United States Patent and Trademark Office:

Applicant: Howard M. Lee  
Attorney: Mark S. Peloquin, Esq.  
Title of Invention: **AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/AGENT INTERACTION**  
Serial No.: 10/721704  
Filing Date: November 25, 2003  
Docket No.: 062403.P002  
Express Mail No.: EQ 345518796 US

- (1) Information Disclosure Statement and Form PTO/SB/08B (3 pages)
- (1) Copies of Cited References (126 pages)
- (1) Express Mail Certificate of Mailing
- (1) Transmittal Form (1 page)

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